

**Summary of Complaint : 11-C00298417-1**

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WT Docket 11-65

**User Complaint Key :** 11-C00298417-1

**Form Type :** 2000F

**Submitted Date :** Apr 14, 2011

**Source :** WEB

**Admin**

**Disposition Status :** Serve Review

**Congressional Complaint :** No

**Type :** Wireless

**Category :** Non-Telecommunications Issues

**SubCategory :** Comments

**Admin Comments**

Merger between AT&T & T-Mobile (Comments)

Letter and Serve in the next pages...

2000F

535 N. Michigan Avenue #2010  
Chicago, IL 60611

April 8, 2011

The Honorable Julius Genachowski  
Chairman, Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

**Received & Inspected**

**APR 14 2011**

**FCC Mail Room**

Subject: Opposition to AT&T's purchase of T-Mobile

Dear Mr. Chairman,

As a longtime customer of both AT&T and T-Mobile, I was shocked to hear of the news that AT&T was offering to purchase T-Mobile. Unfortunately, it's one of those pieces of news that no consumer wants to hear.

I was a long-suffering customer of AT&T up until number portability allowed consumers to truly vote with their feet. I got tired of their horrible customer service, second-rate infrastructure and the attempt by AT&T to stick the customer with hidden fees. I then moved to T-Mobile, and I've been happy since then. T-Mobile offers a competitive product to other wireless companies with excellent customer service. The two companies couldn't be more opposite: AT&T relies on thug-like behavior to keep customers around, whereas T-Mobile relies on providing a customer with an overall excellent experience. It's free market competition at its finest.

As a consumer, it's fair to say that I've never heard "AT&T has an amazing wireless network, far superior to that of other wireless companies." Most customers, it seems, will tolerate AT&T's weak network for a specific phone (Apple's iPhone, for example.) In a way, the phone's capabilities dictate consumer behavior. One less wireless carrier will provide consumers with fewer choices. In fact, look at Sprint's purchase of Nextel to see how that's allegedly benefited customers. Sprint took Nextel's winning features and destroyed them, alienating a devoted group of customers. It's a simple case of subtraction by addition: no one benefits when wireless companies acquire a competitor.

The purchase, if allowed, will reduce the consumer to only one choice for GSM-based phones, giving AT&T a monopoly. It will also cause a gross number of layoffs after the two carriers have been consolidated, creating a domino effect on network equipment suppliers, handset manufacturers and other carriers. In this fragile economic climate, it's hard to imagine seeing thousands more put out of work by a monolithic company like AT&T as a "benefit" to consumers.

I ask you to please reject the approval of AT&T's purchase of T-Mobile. This does not benefit customers in any way possible, and will only serve to stifle innovation and competition within the wireless market.

Yours,



Nicholas Hawkins

Cc: The Honorable Michael J. Copps, Commissioner  
The Honorable Robert M. McDowell, Commissioner  
The Honorable Mignon Clyburn, Commissioner  
The Honorable Meredith Attwell Baker, Commissioner